

PRIVACY POLICY

Vital Pharma Limited

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1. Introduction

Vital Pharma Limited is committed to protecting personal data and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store and protect personal information obtained through our website, business communications and commercial relationships.

2. Scope of This Policy

This policy applies to customers, suppliers, website visitors, business partners and any individual whose personal data we process during the course of our operations.

3. Information We Collect

We may collect and process personal and business information including full name, job title, company name, billing and delivery address, email address, telephone number, regulatory documentation, licensing information, IP address, browser data, website usage statistics, communication records and transaction history.

4. How We Use Personal Data

We use personal data to respond to enquiries, open and manage trade accounts, process orders, fulfil contractual obligations, comply with pharmaceutical regulatory requirements, maintain business records, improve website functionality, provide customer support, manage complaints and perform internal audits.

5. Legal Basis For Processing

We process personal data where it is necessary to perform a contract, comply with legal obligations, protect legitimate business interests, or where explicit consent has been provided.

6. Data Sharing and Third Parties

We may share personal data with regulatory authorities, logistics providers, IT service providers, payment processors, professional advisers and auditors where necessary. We ensure all third parties follow appropriate data protection standards.

7. International Data Transfers

Where data is transferred outside the UK or EEA, appropriate safeguards such as standard contractual clauses are implemented to ensure data protection compliance.

8. Data Security Measures

We implement organisational, physical and technical security measures including access controls, secure servers, password protection and restricted data access to protect personal information.

9. Data Retention

Personal data is retained only for as long as necessary to fulfil regulatory, contractual and legal requirements including MHRA and accounting obligations.

10. Individual Rights

Individuals have the right to access personal data, request corrections, request erasure, restrict processing, object to processing, request data portability and withdraw consent where applicable.

11. Complaints

If you have concerns about how your data is handled, you may contact us directly or lodge a complaint with the UK Information Commissioner's Office (ICO).

12. Contact Information

For privacy-related enquiries please contact info@vitalpharmauk.com.